



JOB DESCRIPTION

The Employer

A. Farber & Partners Inc. is a well-established professional practice that provides solutions for money problems. Our services include acting as Trustee in Bankruptcy and as Administrator of Consumer Proposals for individuals' estates.

Visit our website at www.afarber.com for more detailed information.

<u>Title:</u>	Front-Line Administrator
<u>Date Prepared:</u>	January 29, 2010
<u>Reports to:</u>	Manager, Help Call Desk
<u>Supervision Rec'd:</u>	Will work with minimum daily supervision
<u>Supervision Given:</u>	Not applicable

Reporting to the Manager of our Help Call Desk, your primary responsibilities will include, but not be limited to:

- 1. Assisting Help Call Desk (HCD) during peak periods and staff vacations, which requires competency in the following:**
 - ❖ Filtering initial help calls efficiently and effectively (those who can benefit from our services and those who cannot).
 - ❖ Transferring 'non-help' calls to the appropriate extension or voice mail, outside normal business hours.
 - ❖ Documenting every call appropriately, including adequate, but comprehensive information about the situation; market research information; contact information; and disposition of call.
 - ❖ Providing appropriate information about our services and answering the caller's questions as appropriate. This will include providing the caller with proper and professional advice in respect of the person's options in an informal manner and/or in compliance with the *Bankruptcy and Insolvency Act*.
 - ❖ Establishing a level of trust and confidence in the Firm, resulting in the qualified caller agreeing to an initial meeting with a Front-Line Manager.

- ❖ Referring complex situations to a Front-Line Manager or Trustee.
- ❖ Making every effort to never send a person away empty-handed; at a minimum, providing the caller with a suggestion of potential next steps.
- ❖ Determining the appropriate Front-Line Manager (“F-L”) to meet with the potential client’s initially (in accordance with the Firm’s criteria).
- ❖ Recording the meeting in ‘Outlook’ per the Firm’s procedures and communicating with the Front-Line Manager.
- ❖ Instructing debtor as to what they need to bring to the initial meeting and providing directions to the Firm (location, parking, etc).
- ❖ Performing administration tasks as assigned, including data entry, callbacks to confirm upcoming appointments, rescheduling calls for client counseling appointments, etc.
- ❖ Supporting the Front-Line & Personal Bankruptcy Management Teams, through scheduling, etc.
- ❖ Assisting the HCD Manager in information gathering and control tasks.
- ❖ Other duties as may be required

2. Providing support to Front-Line Managers, including but not limited to:

- ❖ File Input – data entry into proprietary system
- ❖ Scheduling sign-ups, counseling sessions, etc.
- ❖ Following up and liaising with debtors
- ❖ Assisting debtors in completing tasks, in preparation for Bankruptcy Filing and/or Proposals
- ❖ Printing documents and preparing files
- ❖ Ensuring documents are forwarded to central office
- ❖ Liaising with administration teams re: outstanding file issues
- ❖ Other duties as may be required.

3.

- ❖ Developing and maintaining knowledge of: (i) insolvency matters; (ii) relevant community referral sources and businesses, providing service and (iii) the Firm’s services.

The successful candidate will possess the following:

- ❖ A minimum of 2 years experience in a clerical or administrative capacity
- ❖ Community College Diploma
- ❖ Ability to speak clear fluent English, and read and write comprehensively and legibly.
- ❖ Excellent verbal communication skills to project a professional and helpful demeanor in person and over the telephone.
- ❖ Strong interpersonal skills and strong customer service orientation
- ❖ Good computer skills and comfort with computer applications and data entry screens.
- ❖ Must be a team player with the ability to adapt to changing situations.
- ❖ Must be able to handle stressful telephone calls in a polite and calm manner.

Qualified candidates should send a current resume via email, directly to Tessa Rubenstein (HR Consultant) trubenstein@afarber.com

While we thank all those who apply for this position, only those who are interviewed will be contacted.